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CLAIM AMENDMENTS

OFFICIAL

Claims 1-2 (Cancelled);

3.   (Currently Amended)   A packet switched call center communications system for delivering voice over Internet Protocol telephone calls to any of a plurality of attendant positions serving a subscriber, comprising:

feature server means operable incident to an incoming call arriving to said subscriber for submitting a respective subscriber-defined questionnaire to a caller, said means including a data base administerable by said subscriber, [being] said means permitting formulation of said questionnaire and controllable access to said data base by any of said attendant positions;

means said feature server for processing a questionnaire returned by said caller including indexing the questionnaire according to the directory number of said caller to ascertain the nature or purpose of said call; and

means said feature server being responsive to said processing of said questionnaire processing means for displaying to said attendant positions a queue of calls incoming to said subscriber, said display including the nature or purpose and priority of each incoming call.

4.   (Cancelled)   A packet switched call center communications system according to claim 1 wherein said means for processing said questionnaire includes means for indexing a questionnaire according to the caller's directory number.

5.   (Cancelled)   A packet switched call center communications system according to claim 3 wherein said means for displaying displays the status of completion said questionnaire associated with each of said calls in said queue.

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6.   (Cancelled)   A packet switched call center communications system according to claim 3 wherein said means for displaying displays the time each of said calls has remained in said queue.

7.   (Cancelled)   A packet switched call center communications system according to claim 3 wherein said means for displaying displays a plurality of options for selectively controlling the disposition of the calls in said queue.

8.   (Cancelled)   A packet switched call center communications system according to claim 3 wherein said means for processing said questionnaire includes means for spotting text entered into said questionnaire by said caller.

9.   (Currently Amended)   [A] The packet switched call center communications system according to claim 3 wherein said processing of said questionnaire includes means for conducting text spotting searches of said questionnaire to ascertain the name of a party associated with said subscriber and searching said data base to locate a directory number corresponding to said name.

10.   (Cancelled)   A call center communications system according to claim 9 wherein said means for text spotting initiates a search of said data base to locate a directory number corresponding to said name.

11.   (Cancelled)   A packet switched call center communications system according to claim 1 wherein said means for displaying displays a priority accorded to each of said calls displayed in said queue.

12.   (Currently Amended)   [A] The packet switched call center communications system according to claim 3 wherein said means for displaying includes means

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controllable by any of said attendants for altering the a priority to be accorded to any of the calls in said queue.

13.   (Currently amended)   [A] The packet switched call center communications system according to claim 11 12. wherein an individual call may be accorded a priority within the call queue that is frozen such that no subsequent call may reduce said the individual call's position in the queue.

14.   (Currently amended)   [A] The packet switched call center communications system according to claim 11 12, wherein the calls in said queue may be accorded relative priorities according to a calling-party-defined urgent call status.

15.   (Currently Amended)   [A] The packet switched call center communications system according to claim 12 14, wherein said call queue permits calls from return callers to be accorded a queue position which takes into account the call's queue position during the a previous call.

16.   (Currently amended)   [A] The packet switched call center communications system according to claim 13 15, wherein a return call is advanced within the [current] call queue to a value equal to its position in a previous call queue.

17.   (Currently Amended)   [A] The packet switched call center communications system according to claim 14, wherein said call remains in the call queue at a lower priority following receipt of said a call back request.

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